

City of Casper, Wyoming
Request for Proposals
for
Food Service Point of Sale Solution

The City of Casper, Wyoming (hereinafter referred to as “City”) is seeking qualification statements and service proposals from individuals and/or organizations (hereinafter referred to as “Vendor”) specializing in the provision of professional services in the implementation of new Food Service Point of Sale solution. The proposals should be designed to provide the City with a clear understanding of the costs of performing the service being solicited. Such proposals shall be submitted to the City of Casper, Attn: Sonny McKnire, Information Technology Office, 200 North David, Casper, WY 82601, by 4:00 p.m. local time, December 18th, 2015.

I. Introduction and Background

The City of Casper is seeking proposals from a firm or individuals for food service focused point of sales solution to enhance the service experience at the Casper Events Center. The goal is to improve the food & beverage service experience for customers, including, but not limited to the sale of concessions and beverage service.

The new point of sale solutions will provide Events Center customers with a more streamlined and comprehensive experience that facilitates prompt service and more extensive payment options, the successful vendor will be expected to assist the City in planning, configuring, installing and training City staff in the use of the purposed solution.

Additional goals include:

- Increase speed of service
- Provide additional methods of payments such as credit cards, debit cards and value loaded cards and EMV card compatibility.
- Reduce loss and theft.
- A flexible solution that is easy to learn, use and maintain.
- Easy menu customization and new product deployment.
- Powerful metric tools and reporting features.
- Vendor provided, sturdy, purpose built, commercial grade hardware. Including capacitive touch screen devices, receipt printers and cash drawers.
- Robust solution capable of supporting sale tax calculations, payment processor fees and system customization.

II. Scope of Services

The City of Casper wishes to implement a new food service based point of sale solution to provide additional service options and ease of use to both City staff and customers. In order to attain this goal, the City is soliciting experts to provide an implementation plan that includes clearly defined components, deliverables, costs, and timelines.

General Requirements

Vendors are advised that proposals should be as responsive as possible to the provisions of this RFP. However, vendors may make exceptions to, or propose alternative methods, without their proposal being disqualified. These exceptions must be duly noted in the response documents.

The City reserves the right to reject any or all proposals. The City reserves the right to request more information for clarification or due to omission of information. Vendors should be prepared to make an oral presentation as part of the evaluation process.

Preference will be given to the vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support.

Key Decision Criteria

- **Project Plan** - Develop a project plan for the entire scope of work with input from the City.
- **Payment Options** - The Vendor must provide and/or integrate with a comprehensive payment solution that meets the following criteria.
 - Per state of Wyoming statute any payment processing fees must be billed to the City and cannot be taken from payment transactions that the payment vendor processes.
 - Payments must be processed with one to two day ACH processing.
 - The payment solution must support credit cards, debit cards, value loaded cards and cash as payment methods.
 - The City currently uses First Data Merchant Services as their credit card processing service provider. Preference may be given to systems that have integration with First Data Merchant Services.

- **Hosted vs. On Premise Server** – The Vendor shall outline their recommendation for a hosted and/or on premise web-based solution, and provide associated costs for said recommendation. Vendors are allowed to provide options for both a hosted and on premise solution in the same proposal. Pricing should be designated for each option listed. The City's preferred option is hosted.
- **Hardware** – It is the City's preference that the vendor supply and support all hardware for the proposed solution. The proposed solution should include any hardware connectivity requirements. Any card reading hardware must support EVM chips.
- **Ease of Use** – The proposed system should be easy to use for both City staff and customers. At a minimum it should have the following.
 - Easy to use touch screen terminals.
 - Easy to use management tools.
 - Well-designed flexible user interface.
 - Robust metric tools and reporting.
 - Simple to install hardware.
- **Development/Implementation** of the Point of Sale Solution
 - Install software.
 - Initial configuration and customization.
 - System Testing.
 - Complete all other work necessary to develop and fully test the point of sale solution.
 - Ensure that the system is fully operational, without problems or incomplete functionality.
- **Training** - Provide Point of Sale System training to a minimum of three (3) City employees who will be responsible for updating and maintaining the system. At a minimum 8 hours of training should be included in the proposed solution.
- **Other** – Describe and include any additional items, not listed above, to provide a new fully operational point of sale system.
- **Support** - Provide one (1) year of system support, including the following.
 - Help Desk Support
 - Menu and Admin Changes
 - Software Updates
 - Gift Card Codes
 - Bar Service Support
 - Hardware Support
 - Mobile Device Access

III. General Criteria for Evaluating Qualification Statements

All proposals received shall be subject to evaluation by a Selection Committee comprised of City staff. The evaluation shall be for the express purpose of selecting the proposal which most clearly meets the RFP requirements. The following areas will be considered in the selection:

1. Understanding the Problem/Solution Proposal: This refers to the vendor's understanding the City of Casper's needs, objectives of the RFP, component stability, and pricing.
2. Vendor Qualifications: This includes the ability of the vendor to meet the needs of the RFP. Particularly, component availability and quality, vendor expertise, established working relationships with the City, and pricing.
3. References and Previous Design Work: - Each prospective Vendor will submit examples of its previous work. These examples should clearly demonstrate the Vendor's qualifications in regards to website projects, and specifically, to developing work plans for how to implement these website projects. These examples should show that the prospective Vendor:
 - a. Had a thorough understanding of their customer's needs.
 - b. Was able to suggest innovative but workable solutions.
 - c. Was able to submit a work plan that was accurate, from the outset, in regards to the time and resources needed to complete the project.

IV. Subcontractors

The vendor shall be responsible to retain, and pay for the services of, any subcontractor necessary to complete the work. The City shall approve of any subcontractor the vendor may retain, and such approval shall not be unreasonably withheld.

V. Contract

The vendor will be required to sign a City of Casper contract document.

VI. Submission of Proposals

To be considered, the proposal must respond to all requirements in the RFP. Any other information believed to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. If publications are provided, the document and page number shall be referenced. The proposal shall be divided into sections as indicated below:

Experience, Expertise, and Workability: The experience of the proposed vendors should be documented, including any experience in projects similar to the project proposed by the City of Casper. This experience will be examined at a minimum, on the basis of actual experience, length of time in business, established working relationship with the City.

Conflicts of Interest: The qualification statement shall specifically address any possible conflicts of interest and the vendor's position or response as to whether or not such other work or relationship may be deemed a conflict of interest with this project.

Special Qualifications: The qualification statement shall identify any specific credentials which might make the vendor uniquely skilled to provide the requested services. These may include similar work experience related to another community of similar size or a project of similar design.

Statement of Project Requirements: Each vendor shall state in sufficient terms its understanding of the project requirements presented in this RFP.

Scope of Work: Each vendor shall describe in narrative form their plan for accomplishing the work. Please use the Scope of Work tasks provided in this RFP as the point of departure. Additions to, or modifications of the Scope of Services descriptions are permissible, but reasons for changes shall be fully documented.

Personnel and Prior Experience: Each proposal should identify specific executive, professional and technical personnel who will be assigned to the project. The proposal shall indicate the responsibilities each person will have in the project and indicated the previous related work experience of each individual. Personnel indicated having appropriate expertise for this project must be assigned to the project and actively engaged in completion of the tasks. Any changes in assignment of personnel shall be reviewed with the City of Casper to assure consistent technical expertise throughout the term of the project.

The vendor is requested to make specific recommendations to the City of Casper for the successful implementation of this project. In addition to providing specific steps to be taken to accomplish the specific concerns identified, an itemized breakdown of the costs should be included.

Sealed Proposals: Each sealed proposal shall be submitted to the City of Casper, Attn: Sonny McKnire, IT Division, 200 North David, Casper, WY, 82601

VII. Interviews

City staff will review all proposals and may require that the vendor appear before a selection committee for an interview.

VIII. Contract Award

The City of Casper reserves the right to accept, reject, or request changes in proposals. The City is not liable for any costs incurred by the consultant prior to contract issuance.

IX. Addenda to the Request for Proposals

In the event that it becomes necessary to revise any part of this RFP, addenda will be provided to all vendors invited to respond.

X. Late Proposals

Late proposals will not be accepted. It is the responsibility of the vendor to ensure that the proposal arrives prior to the stated deadline.

XI. Response Material Ownership

The material submitted in response to the RFP becomes the property of the City of Casper and will only be returned to the vendor at the City's option. Responses may be reviewed by any person after the final selection has been made. The City of Casper has the right to use any or all ideas presented in reply to this request. Disqualification of a vendor does not eliminate this right.

XII. Acceptance of Proposal Content

The contents of the proposal of the successful vendor may become a contractual obligation if the City of Casper wishes to execute a contract based on the submitted proposal. Failure of the successful vendor to accept these obligations in a contract may result in cancellation of the award and such vendor may be removed from future solicitations.

XIII. Reference Checks

The City of Casper reserves the right to contact any reference or any client listed in the documents for information which may be helpful to the City in evaluating the vendor's performance on previous assignments. Vendor shall include a list of organizations (local and otherwise) for this purpose.